

PRIVACY NOTICE

The Data Protection Act 2018 gives more rights to you as an individual and more obligations to organisations holding your personal data than previous legislation.

One of the rights is a right to be informed, which means we have to give you even more information than we do now about the way in which we use, share and store your personal information.

This Privacy Notice sets out how you can access this information, along with information about the increased rights you have in relation to the information we hold on you and the legal basis on which we are using it.

How we use your information

This privacy notice tells you what to expect when A P Faulkner (Heating) Ltd collects personal information. It applies to information we collect about:

- visitors to our website;
- job applicants and our current and former employees;
- people who use our services.

Visitors to our websites

When someone visits www.faulkner-heating.co.uk we use a third party service provider, Connexion, to host our website.

View their privacy notice here: <https://www.connexion.co.uk>

Contacting us through our Website

If you contact us through our website you will be asked to provide your consent for us to contact you – you will also be advised how you can withdraw this consent and given the opportunity to view our cookies and privacy policy using the following link:

<http://www.faulkner-heating.co.uk/cookies-and-privacy.aspx>

Use of cookies

We do use cookies on our website to facilitate our business. We do not use cookies for profiling purposes.

You can read more about how we use cookies on our website – www.faulkner-heating.co.uk

Security and performance

Faulkners use a third party service provider, Connexion, to help maintain the security and performance of the AP Faulkner (Heating) Ltd website.

View their privacy notice here: <https://www.connexion.co.uk>

People who call us

When you call Faulkners our phone system stores a historic record of all phone calls (inbound and outbound) to help improve our efficiency and effectiveness on our call management. These are stored on our system for 6 months and then will be automatically

deleted. The records are only phone numbers and are not tied to any other personal customer details.

People who email us

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

People who make a complaint to us

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for 5 years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us, we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

People who use our services

We have to hold the details of the people who have requested our services in order to provide it. However, we only use these details to provide the service the person has requested.

Job applicants, current and former A P Faulkner (Heating) Ltd employees

A P Faulkner (Heating) Ltd are the data controller for the information you provide during the process unless otherwise stated. If you have any queries about the process or how we handle your information, please contact us on 0118 9884343 or email us on enquiries@faulkner-heating.co.uk.

What will we do with the information you provide to us?

All of the information you provide during the process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application.

We will use the other information you provide to assess your suitability for the role you have applied for.

What information do we ask for, and why?

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

The information we ask for is used to assess your suitability for employment. You don't have to provide what we ask for, but it might affect your application if you don't.

Application stage

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for. Our recruitment team will have access to all of this information.

You will also be asked to provide equal opportunities information. This is not mandatory information – if you don't provide it, it will not affect your application. This information will not be made available to any staff outside of our recruitment team, including hiring managers, in a way which can identify you. Any information you do provide, will be used only to produce and monitor equal opportunities statistics.

Assessments

We might ask you to complete tests or occupational personality profile questionnaires; and/or to attend an interview – or a combination of these. Information will be generated by you and by us. For example, you might complete a written or practical test or we might take interview notes. This information is held by A P Faulkner (Heating) Ltd.

If you are unsuccessful following assessment for the position you have applied for, we may ask if you would like your details to be retained for a period of six months. If you say yes, we would proactively contact you should any further suitable vacancies arise.

Conditional offer

If we make a conditional offer of employment, we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We are required to confirm the identity of our staff, their right to work in the United Kingdom and seek assurance as to their trustworthiness, integrity and reliability

You will therefore be required to provide:

- Proof of your identity – you will be asked to attend our office with original documents, we will take copies.
- Proof of your qualifications – you will be asked to attend our office with original documents, we will take copies.
- You may be asked to complete a criminal records declaration to declare any unspent convictions. We use a third party company to carry out these DBS checks – their privacy policy can be viewed at:<https://www.gov.uk/government/publications/handlingof-dbs-certificate-information>

- Proof of driving license – we use a third party to carry out a check on your driving licence – their privacy policy can be viewed at: <https://live.ourcompliance.co.uk/Info/PrivacyPolicy> □ We will contact your referees, using the details you provide in your application, directly to obtain references
- We will also ask you to complete a questionnaire about your health. This is to establish your fitness to work.

If we make a final offer, we will also ask you for the following:

- Bank details – to process salary payments
- Emergency contact details – so we know who to contact in case you have an emergency at work.

Post start date

Our Code of Conduct requires all staff to read and accept the terms. The completed declaration information will be held on your personnel file.

Pension Provider

Your details will be provided to Now Pensions who are the administrators of the Faulkners Pension Scheme. You will be auto-enrolled into the pension scheme and details provided to will be your name, date of birth, National Insurance number and salary. Your bank details will not be passed to Now Pensions at this time. Now Pensions Privacy Policy can be viewed at:

<https://www.nowpensions.com/privacy-policy/>

Recruitment companies

We sometimes advertise through Recruitment companies who will collect the application information and might ask you to complete a work preference questionnaire which is used to assess your suitability for the role you have applied for, the results of which are assessed by recruiters. Information collected by us from recruitment companies will be retained for 6 months.

If you are successful, the information you provide during the application process will be retained by us as part of your employee file for the duration of your employment plus 6 years following the end of your employment. This includes your criminal records declaration, fitness to work, records of any security checks and references.

If you are unsuccessful at any stage of the process, the information you have provided until that point will be retained for 6 months from the closure of the campaign.

Information generated throughout the assessment process, for example interview notes, is retained by us for 6 months following the closure of the campaign.

Equal opportunities information is retained for 6 months following the closure of the campaign whether you are successful or not.

How we make decisions about recruitment?

Final recruitment decisions are made Directors of the company. All of the information gathered during the application process is taken into account.

You are able to ask about decisions made about your application by speaking to one of our company Directors or by emailing enquiries@faulkner-heating.co.uk.

Your rights

Under the Data Protection Act 2018 you have rights as an individual which you can exercise in relation to the information we hold about you.

You can read more about these rights here – <https://ico.org.uk/for-the-public/is-myinformation-being-handled-correctly/>

Complaints or queries

Faulkners try to meet the highest standards when collecting and using personal information.

For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you want to make a complaint about the way we have processed your personal information, you should call us. You also have the right to contact the Information Commissioners Office as the statutory body which oversees data protection law – www.ico.org.uk/concerns.

Access to personal information

Faulkners try to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 2018. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to the Faulkners for any personal information we may hold you need to put the request in writing addressing it to our Data Protection Officer at the address provided below or by email to enquiries@faulkner-heating.co.uk.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

We will respond to your request within one month

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting the Data Protection Officer.

Disclosure of personal information

In many circumstances we will not disclose personal data without consent. However, when we investigate a complaint, for example, we will need to share personal information with the organisation concerned and with other relevant bodies.

You can also get further information on:

- our instructions to staff on how to collect, use and delete personal data; and
- how we check that the information we hold is accurate and up to date.

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 23rd January 2019.

How to contact us

If you want to request further information about our privacy policy you can email us at enquiries@faulkner-heating.co.uk or write to us at the address below:

Data Protection Officer A.P. Faulkner (Heating) Ltd., Unit K Bridge Farm, Reading Road, Arborfield, Reading RG2 9HT